

*****DATA PROTECTION AUTHORISATION - YOUR LEGAL RIGHTS*****

It is important that you read and consider the information below carefully before giving us authorisation to manage and process your data.

The Data Protection Act 2018 and the General Data Protection Regulation (**GDPR**) establish your legal right to control: what information you chose to share with us; how we use and process that information and; what information you chose to have on record. Citizens Advice Edinburgh will take responsibility for ensuring that any data you share with us is kept safe and secure and is held for no longer than is absolutely necessary.

In order to provide you with the best possible service, we will ask you to share personal and sometimes sensitive information, so that we have a good understanding of your circumstances and can give you the right advice. We will also maintain a record of your contact, which may contain sensitive personal data, often referred to as "Special Category Data".

Sensitive personal data includes information relating to: race or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, genetics, biometric data (where used for identification purposes) sexuality, commission or alleged commission of an offence or anything else you consider to be particularly sensitive.

Citizens Advice Edinburgh will use your data for 2 purposes:

1. To provide you with the advice and information you require at your chosen point of contact and for the organisation and our external auditors to undertake quality assurance of that advice, including asking for your feedback on our services.
2. To monitor the issues that are impacting on the lives of people locally and lobby for changes to legislation and social policy that will improve people's circumstances and help address common problems.

For these purposes: The Scottish Association of Citizens Advice Bureau (Citizens Advice Scotland) and its members and; the Scottish National Standards for Information and Advice Providers Auditors, will also have access to this information. CAS will be a joint Data Controller. Some personal information may also be held by platforms we use to help you engage with our services. For more details, please refer to our Data Protection Policy and Procedure at www.citizensadviceedinburgh.org.uk

You can ask to see your records at any time and you can ask that we destroy your records if you no longer want us to hold that information. Otherwise, we will retain your records for no more than 7 years and only for the purposes outlined above. By law, we would have to establish a specific lawful basis, if we needed to retain your records for any longer.

I give my explicit and informed consent to Citizens Advice Edinburgh (CAE) and Citizens Advice Scotland maintaining a record of my contact, including any sensitive data. I consent that they can destroy my file 7 years after my last contact.

Clients Signature..... Date.....

If you do not agree to sign this Data Protection Mandate or if you have any questions before doing so, please speak to your adviser

Authorising a 3rd party to act on your behalf.

If you wish someone to deal with your enquiry on your behalf, we need you to provide specific additional consent for that to happen. You must provide the name and contact details of the person(s) you authorise us to speak to on your behalf and state the particular issues we are authorised to discuss. This will allow us to discuss that information with this third party, but only you will control how we use and process that information in accordance with your data protection authorisation above.

If you do not require this level of assistance, then please do not complete this section:

I authorise (name of person/s).....

Who can be contacted at (address and/or phone number).....

To act on my behalf for issues concerning (please state):

.....
.....
.....

Client signature.....

Date.....

For more information about our Data Protection Policy visit www.citizensadviceedinburgh.org.uk

Appendix 1

If you use our Chat Function on the Website:

Citizens Advice Edinburgh is the controller and responsible for your personal data and it is a member of the Scottish Association of Citizens Advice Bureau ("Cas"), details of which can be found on its [website privacy policy](#) (collectively referred to as "we", "our", "us" or "Cab"). This Privacy Notice sets out the type of personal information we collect about you, why we collect it, and how we use it when you use our chatbot service.